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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Docket No. YOR920010031US1

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

Transmitted herewith for filing is the patent application of Inventor(s):

ZHEN LIU, MARK S. SQUILLANTE, and JOEL LEONARD WOLF

For: **APPARATUS AND METHODS FOR MAXIMIZING SERVICE-LEVEL-AGREEMENT PROFITS**

Assignee Name: International Business Machines Corporation
Assignee Residence: Armonk, New York

Enclosed are also:

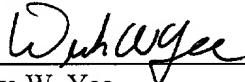
31 Pages of Specification including an Abstract
 7 Pages of Claims (Claims 1 - 42)
 9 Sheet(s) of Drawings

CLAIMS AS FILED

FOR	Number Filed	-	Number Extra	Rate	=	Basic Fee (\$710)
Total Claims	42	-20 =	22	X \$ 18	=	\$396
Independent Claims	3	-3 =	0	X \$ 80	=	\$0
Multiple Dependent Claims	0			X \$270	=	\$0
Total Filing Fee						\$1,106

Please charge \$1,106.00 to IBM Corporation, Deposit Account No. 50-0510.
 The Commissioner is hereby authorized to charge payment of the following fees associated with the communication or credit any over payment to IBM Corporation, **Deposit Account No. 50-0510**. A duplicate copy of this sheet is enclosed.
 Any additional filing fees required under 37 CFR § 1.16.
 Any patent application processing fees under 37 CFR § 1.17.

Respectfully,



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CERTIFICATE OF MAILING BY "EXPRESS MAIL"

"Express Mail" mailing label number EL750738760US. Date of deposit April 10, 2001. I hereby certify that the papers or fees listed below are being deposited with the United States Postal Service by "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.

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ENCLOSED are the following documents, being sent by "Express Mail":

1. Transmittal Letter in duplicate;
2. Associate Power of Attorney;
3. Patent Application (31 pgs. spec. & abstract, 7 pgs. Claims 1 - 42);
4. 9 pages of drawings; and
5. Two return postcards.